

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND ENERGY TO COLONIAL GAS COMPANY

DTE 05-18

Respondent: Amy Smith

Information Request: DTE 1-3

- Q. Please refer to Section 1, Form A. Compare and contrast the results of the 2002 and 2003 Customer Surveys with the results for 2004.
- A. The Random survey results show that 2004 results are 1 percent better than 2003 results and 6 percent better than 2002 results. The Contact survey results show that 2004 results are 1 percent better than 2003 results and 7 percent lower than 2002 results.